



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

2748  
2645

Applicant : John Crook  
Title of Invention : METHOD OF PROCESSING AN  
INBOUND CALL IN A CALL CENTER  
Filed : March 13, 2000  
Serial No. : 09/523,935  
Group Art Unit : 2748  
Examiner : Not Yet Assigned  
Attorney Docket No. : 024/22

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Box Non-Fee Amendment  
Commissioner for Patents  
Washington, DC 20231

PRELIMINARY AMENDMENT

Sir:

Prior to examination on the merits, please amend the above referenced application as follows:

IN THE CLAIMS:

✓  
Please cancel claims 48-52, and amend claims 11, 18, 21, 25-28, 31, 35, 40, 42, 46 and 47 as shown in the following clean versions: